AMENDMENTS TO THE CLAIMS

1.   (Currently Amended)   A method for evaluating and selecting channel resource devices, comprising the steps of:

providing a communication platform comprising a plurality of channel resource devices, in which said channel resources operate to establish call connections;

receiving connection outcome results of previous call connections handled by the channel resource devices wherein the connection outcome results are indicative of channel resource device failures;

generating a statistical analysis based at least in part, on the connection outcome results; and

assigning an incoming call to a at least one channel resource device of the plurality of channel resource devices, said at least one channel resource device selected based at least in part, in response to on the statistical analysis.

2.   (Currently Amended)   The method of claim 1, wherein a preferred channel resource device is one which successfully connects calls, and wherein the step of assigning the incoming call to the channel resource device, comprises assigning the incoming call is assigned to the preferred channel resource device.

3.   (Currently Amended)   The method of claim 1, wherein a non-preferred channel resource device is one which fails to connect calls, and wherein the step of assigning the incoming call to the channel resource device, comprises to not assign the incoming call is not assigned to the non-preferred channel resource device.

4.   (Original)   The method of claim 1, further comprising the step of storing the connection outcome results in a buffer, the step of storing being performed after the step of receiving connection outcome results from previous call connections.

5.   (Original)   The method of claim 4, wherein the buffer is a circular buffer.

6.   (Original)   The method of claim 1, wherein the statistical analysis is a no weighting method.

7.   (Original)   The method of claim 1, wherein the statistical analysis is a time-weighted method.

8.   (Original)   The method of claim 1, wherein the statistical analysis is an asymmetrical weighting method wherein success receives one value, and failure receives another value.

9.   (Currently Amended)   The method of claim 1, further comprising the step

of classifying the channel resource device based at least in part, on the statistical analysis.

10.   (Currently Amended)   The method of claim 1, wherein the method is self

adjusting with a preferred channel resource device becoming non-preferred due to a

failed call connect attempt on the preferred channel resource device, and a non- preferred

channel resource device becoming preferred due to a successful call connect attempt on

the non- preferred channel resource device.

11.   (Currently Amended)   The method of claim 10, further comprising the step

of indicating to a user a change in channel resource device status.

12.   (Currently Amended)   The method of claim 1, further comprising the step

of determining which channels resource devices are not currently in use.

13.   (Currently Amended)   The method of claim 1, further comprising the step

of assigning the incoming call to the channel resource device based, at least in part on

which channels are currently not in use.

14.   (Currently Amended)   The method of claim 1, further comprising

6

assessing a failure to the channel <u>resource device</u> upon an unsuccessful call connection

through the channel <u>resource device</u>.

15.   (Currently Amended)   The method of claim 14, further comprising

reassigning the incoming call to a next preferred available channel <u>resource device</u>.

16.   (Currently Amended)   An apparatus for maximizing call connect rate in a

remote access application comprising in combination:

      a channel evaluator operable to generate a statistical analysis based at least in part,

on connection outcome results <u>indicative of channel resource device failures</u>;

      a storage buffer for storing the connection outcome results; and

      a call router for routing incoming calls <u>to channel resource devices</u> ~~based on~~

<u>selected in response to</u> the statistical analysis.

17.   (Currently Amended)   The apparatus of claim 16, wherein the channel

evaluator classifies ~~channels~~ <u>channel resource devices</u>, at least in part on the statistical

analysis generated from the previous call connect results.

18.   (Currently Amended)   The apparatus of claim 16, wherein the channel evaluator determines which ~~channels~~ channel resource devices are available.

19.   (Currently Amended)   The apparatus of claim 18, wherein the channel evaluator classifies ~~channels~~ channel resource devices, at least in part on the availability of ~~a~~ channel resource devices.

20.   (Currently Amended)   The apparatus of claim 16, wherein incoming calls are assigned to ~~channels~~ channel resource devices, and connected to the ~~channels~~ channel resource devices through the call router based at least in part, on the statistical analysis.

21.   (New)   The method of claim 1, wherein the channel resource devices are one of a plurality of ingress ports, a plurality of egress ports, and a plurality of channel processors.

22.   (New)   The method of claim 1, where in the channel resource devices are a plurality of ingress ports, a plurality of egress ports and a plurality of channel processors.

23.   (New)   The method of claim 1, where in channel resource device failures are hardware failures.

24.   (New)   The method of claim 1, where in channel resource device failures are software failures.